

The purpose of this document is to set out the procedure for dealing with any complaints received by Faraday Property Management Limited in relation to property management matters and to ensure that any such complaints are dealt with effectively and properly recorded.

It is recognised that every so often problems do occur which give rise to clients, customers and third parties making a complaint. We will consider complaints regarding the service that is provided by Faraday. In the interests of good customer service and to comply with requirements laid down by the Royal Institution of Chartered Surveyors, the following procedures are to be followed.

If there is any doubt as to how a complaint should be dealt with, then this complaints procedure must be followed.

What is a complaint?

A complaint is deemed to mean any expression of dissatisfaction, oral or written, justified or not, made by an eligible complainant, involving an allegation of financial loss, material distress or material inconvenience, and which is received by Faraday Property Management Limited.

In many cases, it will be obvious when a complaint is received, but all Faraday staff are required to be alert to any less obvious circumstances.

How to make a complaint

Faraday Property Management Limited has appointed Louise Underwood to initially deal with any complaints. Ms Underwood can be contacted directly in writing c/o Faraday, Fourth Floor, 20 Red Lion Street, Holborn, London, WC1R 4PS, or via telephone number 020 3206 0066. If you have any questions or if you would like to make a complaint, please do not hesitate to contact her directly.

Ms Underwood will be responsible for properly recording your complaint, ensuring that timescales are adhered to and that complaints are dealt with as promptly and efficiently as possible.

Whilst complaints can initially be made verbally, whether face-to-face or via the telephone, it will always be necessary for a complainant to thereafter put his/her complaint in writing, addressed to the individual detailed above.

Once Faraday has received your written complaint, Ms Underwood will contact you in writing within 5 working days. At this stage, we will acknowledge your complaint and provide you with our understanding of your particular case. We will also invite you to make any further comments that you may have in relation to this matter.

Complaints progression

Within 15 working days of receipt of your written summary, Ms Underwood will write to you to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will take.

Further rights of review building surveying complaints

If you remain dissatisfied with any aspect of our internal handling of your complaint, then it will be referred to the Centre for Effective Dispute Resolution (CEDR). This is the provider of alternative dispute resolution services for RICS-regulated firms where the matter relates to surveying services to consumers. The contact details for the CEDR are: CEDR 70 Fleet Street London EC4Y 1EU Tel 020 7536 6000 Fax 020 7536 6001 Email: info@cedr.com Website www.cedr.com.

COMPLAINTS POLICY



Alternatively if you live in a high-rise residential building (as defined by the Building Safety Act 2022) and your complaint is related to structural issues or risks from fire spread, you can refer the matter – without charge – to:

- The Building Safety Regulator
- Tel: 0300 790 6787
- Website: www.hse.gov.uk
- How can the Building Safety Regulator help you? (contact-building-safety-regulator.service.gov.uk)

Property Management Complaints

If you remain dissatisfied with any aspect of our internal handling of your complaint, it will be referred to the Property Redress Scheme, which allows consumers to escalate a complaint they have against the member of the scheme. The contact details for the PRS are: Property Redress Scheme 1st Floor, Premiere House Elstree Way Borehamwood WD6 1JH Tel: 0333 321 9418 Email: info@theprs.co.uk.

Record Keeping

Faraday Property Management Limited will record any complaints received. A brief summary and chronological record of developments will be maintained for each complaint. The record will include:

- i The name of the Complainant
- ii The substance of the Complaint
- iii Copies of all correspondence including file notes of any verbal communication
- iv Details of any redress or remedy offered